

PSA /Industry Liaison Panel Meeting

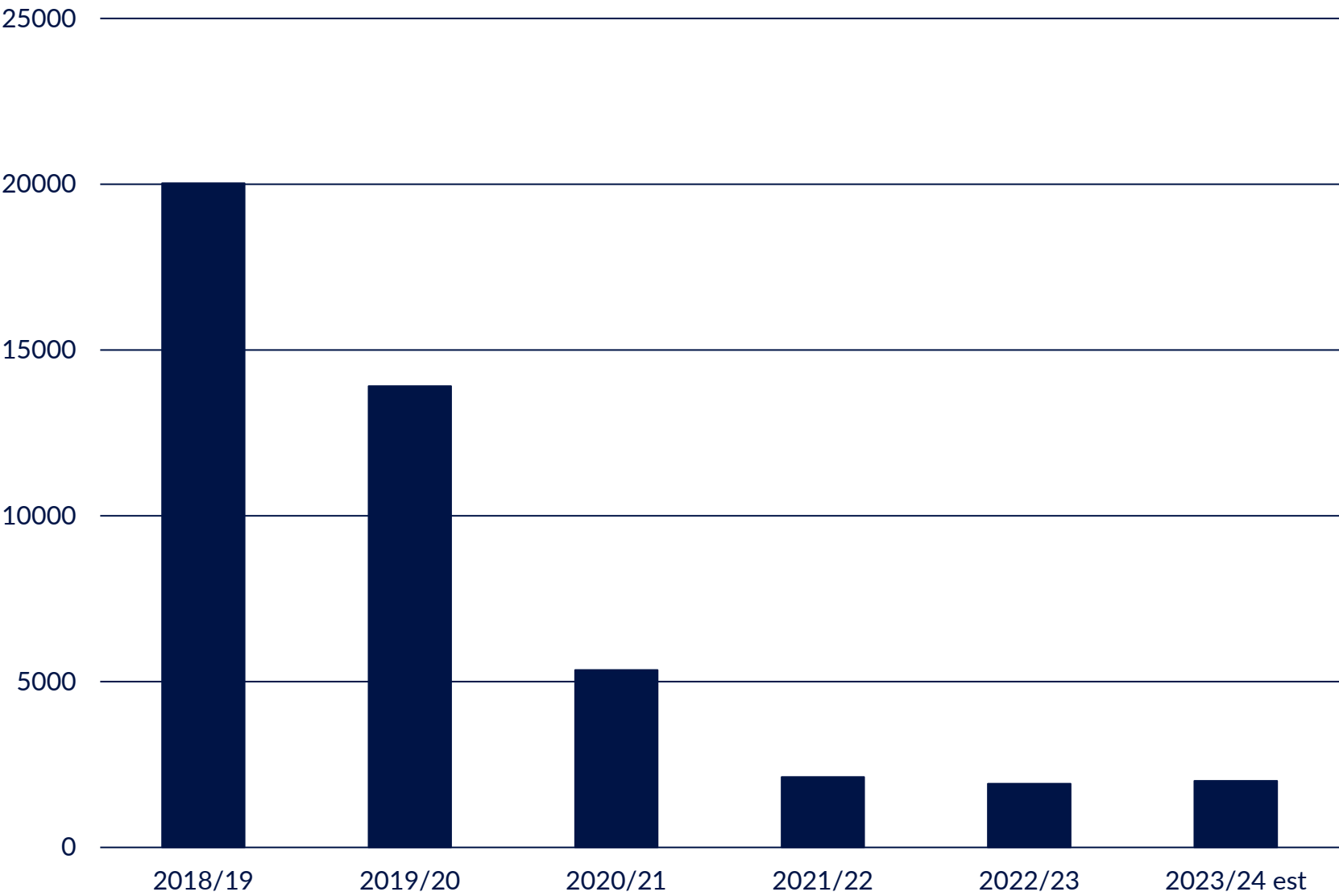
28 September 2023

Metrics and Market Issues

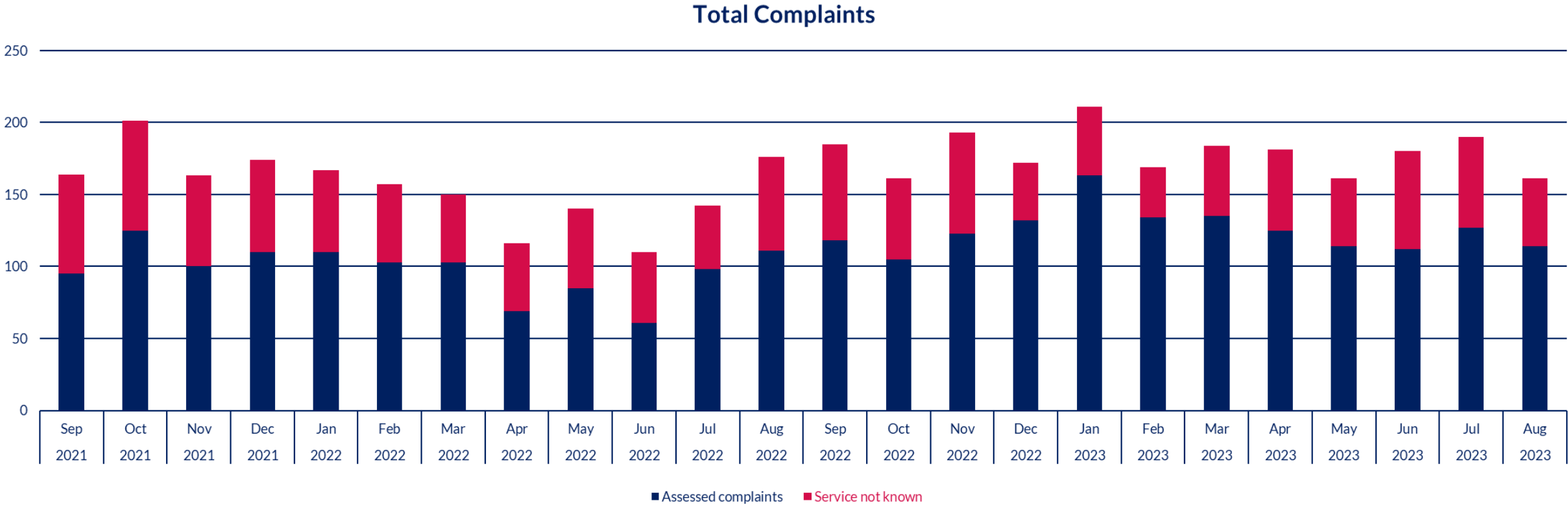
August 2023

Peter Barker

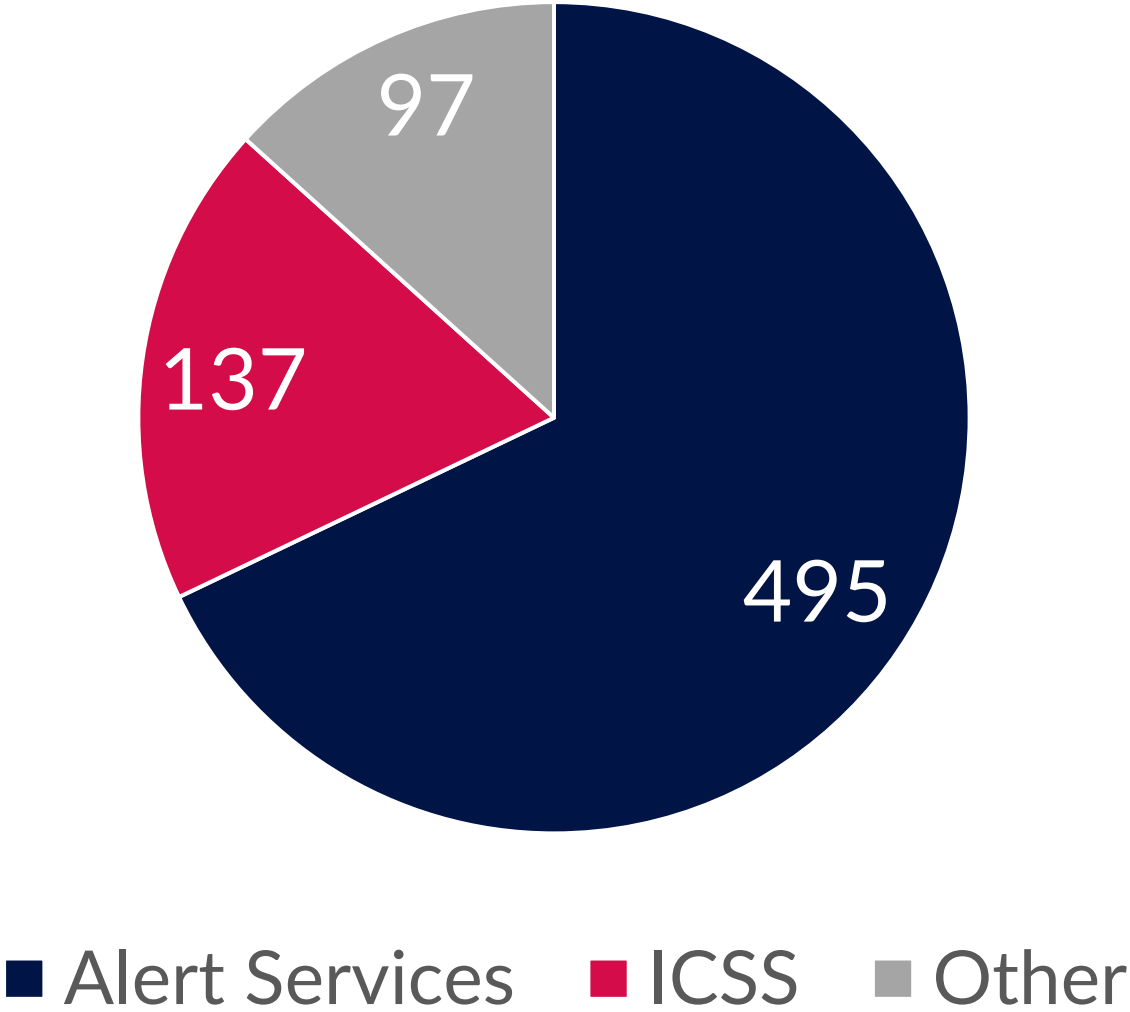
Total complaints – 6 year trend



Total complaints – last 24 months



Assessed complaints by service type – last 6 months



Market revenues forecast



	2022/23	2023/24 Q1 Actual	2023/24 Q2 Forecast	2023/24 Q3 Forecast	2023/24 Q4 Forecast	2023/24 Total Forecast		2023/24 AMR estimate £m
	£m	£m	£m	£m	£m	£m		
Operator Billing	294.3	77.9	78.0	78.0	78.0	311.9	6.0%	321.0
PSMS	188.7	47.5	48.0	58.0	45.0	198.5	5.2%	188.5
Voice Shortcode	9.3	2.3	2.2	2.2	2.2	8.9	-4.3%	8.8
Total Mobile	492.3	127.7	128.2	138.2	125.2	519.3	5.5%	518.3
118	5.5	1.1	1.0	1.0	0.9	4.0	-27.3%	4.8
09	48.8	11.2	11.0	10.8	10.5	43.5	-10.9%	44.9
087	11.2	2.6	2.5	2.5	2.4	10.0	-10.7%	9.3
Total Fixed Line	65.5	14.9	14.5	14.3	13.8	57.5	-12.2%	59.0
Total excluding charity	557.8	142.6	142.7	152.5	139.0	576.8	3.4%	577.3
Charity	36.0	7.3	7.3	13.5	13.5	41.6	15.6%	41.6
Total market	593.8	149.9	150.0	166.0	152.5	618.4	4.1%	618.9

In summary

- Complaints volumes remain at record low levels
 - Current non-compliance concentrated in two main problem areas:
ICSS and alert services
 - Market revenues holding steady in tough economic climate
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PSA Update

28 September 2023

Jo Prowse

- Statement following Consultation on Code changes relating to ICSS published 24 July. Updated guidance published 29 August.
 - Measures came into force 18 September. Period of regulatory forbearance offered to providers who needed it – available to 1 November at latest
 - Annual Market Review published 9 August
 - Tribunal adjudications and settlements– two since the last ILP meeting – one prohibition and one settlement
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Industry Update

28 September 2023

Aimm updates

- Update on Gambling White Paper and broadcast competitions
 - Update on Aimm Working Group – online payments vs phone payments
 - Service checker question
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